Part I – Agency Profile

Agency Overview

In 1993, the Idaho Department of Commerce convened 45 representatives of economic development groups who supported the manufacturing extension center concept. In 1994, the Governor and ten key economic development entities pledged support for manufacturing extension by signing Idaho's Technology Partnership Agreement. Approval to establish "TechHelp" within the National Institute of Standards and Technology (NIST) Manufacturing Extension Partnership (MEP) was granted in late 1995. In 1996, TechHelp was established at Boise State University and the first director and field engineer were appointed.

Today, TechHelp is a partnership of Idaho's three state universities and an affiliate of the NIST MEP national network. It is also Idaho's Economic Development Administration University Center, targeting economically distressed areas of Idaho. TechHelp specialists have access to cutting-edge knowledge through links to local universities and to a national network of over 1,300 manufacturing specialists through 51 centers in the MEP system.

TechHelp's manufacturing specialists operate out of offices in Boise, Twin Falls, Post Falls, and Pocatello. TechHelp's primary mission is to provide technical assistance, training, and information to strengthen the competitiveness of Idaho manufacturers and processors through product and process innovation. TechHelp provides internships to students at the College of Engineering's New Product Development (NPD) Lab at Boise State University (BSU), to BSU College of Business and Economics students, to Idaho State University College of Business students and to University of Idaho College of Engineering students. Internships give university students the opportunity to gain real world experience with innovative Idaho companies and expose these companies to talented young professionals who will soon enter the state's workforce.

TechHelp Advisory Board

TechHelp's Executive Director and its Advisory Board report to the Dean of the College of Business & Economics at Boise State. The TechHelp Advisory Board is made up of representatives from private industry, education, and government. TechHelp Board bylaws state that a full board consists of 9 - 11 members; at least seven of whom represent manufacturing and two from the public sector. The TechHelp Executive Director appoints non-voting members with approval of the Board.

TechHelp Partners

TechHelp works with state and federal partners, listed below, to meet its mission of assisting Idaho manufacturers. The Center also works with local groups such as manufacturing associations and economic development organizations to stay abreast of community development issues and meet the needs of Idaho companies.

Partnership	Center Role	Required/Desired of Center
U.S. National Institute of Standards & Technology Manufacturing Extension Partnership, NIST MEP	MEP Center for Idaho	Assist manufacturers in Idaho to focus on growth and innovation strategies to be more competitive.
U.S. Economic Development Administration, EDA	EDA University Center	Leverage university assets, resources and capabilities to provide best-practice assistance to manufacturers in remote and distressed areas of Idaho.
State of Idaho	Manufacturing Economic Development	Support the state priority to "Enhance Economic Opportunity" by helping to create career-paths to manufacturing jobs by enhancing manufacturing company competitiveness and providing a bridge for students to employment in manufacturers across the state.

Partnership	Center Role	Required/Desired of Center
Idaho State Universities – Host: Boise State, – Sub Recipients: University of Idaho, and Idaho State University	Contracted Partners (statewide outreach program for economic development)	Build universities' reputation for expert, capable outreach through expert consulting, technical assistance and training, and student engagement.
Idaho SBDC	Informal Partnership	Cross-referrals, marketing and delivery services support
Idaho Department of Commerce	Idaho District Export Council, Export Excellence	Collaborate with Idaho District Export Council on Export Excellence, Idaho's ExporTech program. Cross-referrals of small manufacturers needing product and process assistance.
Idaho Department of Labor	Workforce Development Training, apprenticeships	Provide Idaho workers with on-the-job training in advanced manufacturing skills, act as intermediary to advance manufacturing companies in support of growing advanced manufacturing apprenticeships statewide.
Idaho Department of Agriculture	Export Excellence Program, Lean Manufacturing, Food Safety Programs	Cross-referrals and delivery of services for statewide programs related to export, lean manufacturing and operational excellence, and food safety.
Idaho Department of Environmental Quality	Informal Partnership, Operational Excellence program	Operational Excellence (Lean Six Sigma Greenbelt) programs, cross-referrals and delivery of services; collaborate on manufacturing company projects.

Core Functions/Idaho Code

Pursuant to Title **15 U.S.C. § 648** authorizes the State Board of Education to outline requirements in order to provide assistance towards Idaho businesses.

TechHelp helps Idaho manufacturers inside of their companies, primarily through one-on-one training and technical assistance services. This manufacturer interaction ranges from major collaborative projects, which usually address fundamental challenges facing the companies, to smaller "value-added" projects, which bring a specific improvement to some aspect of company operations. TechHelp also hosts public workshops and seminars statewide focusing on topics that positively impact Idaho manufacturers.

TechHelp's team of experts provides personalized solutions in the following areas of manufacturing.

- **Growth, New Product & Market Development**
    Export Excellence
    New Product Development
     - Product Design, Prototyping & Testing
     - Design for Manufacturability
    Engineering student internships

- **Operational Excellence**
    Lean Manufacturing and Six Sigma
     - Lean Six Sigma Green Belt
     - Lean Enterprise Certificate Program
     - Lean Manufacturing for the Food Industry
     - Lean Office, Lean Enterprise
     - Lean Leadership
    Quality Systems, ISO, Six Sigma
    Business student internships

- **Food & Dairy Processing**
    Food Safety Programs and Assistance
     - Training and technical assistance
     - Food Safety Prerequisite Programs
     - HACCP Systems and Training

    Product & Process Development
     - Commissioning equipment and processing lines
     - Scale-up assistance, benchtop – pilot plant – factory
     - Shelf life, setting and extending
     - Ingredient sourcing
     - Market research, sensory and consumer science
     - New product development
     - Setting specifications
     - Quality Improvements

Revenue and Expenditures

Revenue		FY 2016	FY 2017	FY 2018	FY 2019
General Fund		$155,100	$166,400	$166,500	$356,500
	Total	**$155,100**	**$166,400**	**$166,500**	**$356,500**
Expenditures		**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**
Personnel Costs		$0	$0	$99,000	$221,653
Operating Expenditures		$0	$0	$41,500	$62,201
Capital Outlay		$0	$0	$0	$0
Trustee/Benefit Payments		$155,100	$166,400	$26,000	$72,646
	Total	**$155,100**	**$166,400**	**$166,500**	**$356,500**

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2016	FY 2017	FY 2018	FY 2019
State dollars expended per project/event	$1,139	$774	$920	$1,992
Manufacturers Served	239	221	181	179
Geography of Idaho Served (Mfg Co.)				
North Idaho	48 (20%)	20 (9%)	17 (9%)	23 (13%)
Southwest Idaho	134 (56%)	168 (76%)	118 (65%)	121 (67%)
Southeast Idaho	57 (24%)	33 (15%)	46 (26%)	35 (20%)
Size of Companies				
1-19 employees	100 (42%)	86 (39%)	74 (41%)	81 (45%)
20-49 employees	60 (25%)	42 (19%)	21 (11%)	54 (30%)
50-249 employees	60 (25%)	69 (31%)	45 (25%)	29 (16%)
>249 employees	15 (8%)	24 (11%)	41 (23%)	15 (9%)

The above data is associated with Goal 1, Objective B and Goal 2, Objective A of TechHelp's Strategic Plan.

Red Tape Reduction Act

Each agency shall incorporate into its strategic plan a summary of how it will implement the Red Tape Reduction Act, including any associated goals, objectives, tasks, or performance targets. This information may be included as an addendum.

	As of July 1, 2019
Number of Chapters	N/A
Number of Words	N/A
Number of Restrictions	N/A

Part II – Performance Measures

Performance Measure		FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Goal 1: Economic Impact on Manufacturing in Idaho – Deliver a quantifiable positive return on both private business investments and public investments in TechHelp by adding value to the manufacturing client and the community.						
1. Number of New Jobs *Objective A*	actual	340	100	731	785	----------
	target[1]	*139 Exceed prior year benchmark by 5%*	*147 Exceed prior year benchmark by 5%*	*180*	*180*	*190*
2. Client reported sales, cost savings, and investments *Objective A*	actual	$182.3M	$33.0M	$97.7M	$166.7M	----------
	target[1]	*$63.3M Exceed prior year benchmark by 5%*	*$72.8M Exceed prior year by benchmark 5%*	*$100M*	*$100M*	*$105M*

Performance Measure		FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Goal 2: Operational Efficiency – Make efficient and effective use of TechHelp staff, systems, partners and third parties, and Advisory Board members.						
3. Services to Idaho manufacturers: Clients Surveyed *Objective B*	actual	56	69	59	93	----------
	target[1]	*61 Exceed prior year benchmark by 5%*	*65 Exceed prior year benchmark by 5%*	*80*	*80*	*85*
Goal 3: Financial Health – Increase the amount of program revenue and the level of external funding to assure the fiscal health of TechHelp.						
4. Net Revenue from Client Projects *Objective A*	actual	$455K	$409K	$337K	$253K	----------
	target[2]	*$542K Exceed prior year benchmark by 5%*	*$570K Exceed prior year benchmark by 5%*	*$700K*	*$375K*	*$425K*
5. External funding (e.g., grants) for operations client services. *Objective B*	actual	910K	$885K	$869K	$885K	----------
	target[2]	*$1,006K Exceed prior year benchmark by 5%*	*$1,060K Exceed prior year benchmark by 5%*	*$1,300K*	*$1,300K*	*$1,300K*

Performance Measure Explanatory Notes

1 - Jobs and economic impact benchmarks established based on requirements of NIST MEP sCOREcard, incrementing annual goals to achieve FY21 goals.

2 – Net Revenue and External funding benchmarks established based on projected center FY21 funding needs.

For More Information Contact

Steven Hatten, Executive Director
Special Programs, TechHelp
1910 University Drive
Boise, ID 83725-1656
Phone: 208-426-3689
E-mail: shatten@boisestate.edu